

# Active IQ Unified Manager Troubleshooting (NA-AIQUMTS)

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## Course Description

In this course, you learn how to troubleshoot and solve 60% of all cases involving Active IQ Unified Manager (AIQUM). You learn to properly frame and get assistance on the other 40%. The course materials include an exercise workbook that guides you through various troubleshooting situations.

## Course Duration

3 days.

## Prerequisites

- Fundamentals of ONAP Administration
- Administration of Active IQ Unified Manager
- Experience with Linux and Windows

## Objectives

This course focuses on enabling you to do the following:

- Install Active IQ Unified Manager on Windows and Linux
- Deploy an AIQUM OVA instance
- Examine the maintenance console
- Explore the AIQUM management interface
- Explain the performance component
- Examine application integration with AIQUM
- Locate log files and error messages

## Course Outlines

- **Active IQ Unified Manager Installation**
  - Explain the Active IQ Unified Manager architecture
  - Install Unified Manager for Windows and Linux
  - Deploy Unified Manager OVA
  - Investigate and troubleshoot third-party dependencies for Unified Manager installations
  - Learn the log files to use to troubleshoot installation issues with Unified Manager
- **Maintenance console**
  - Explain the features offered in the maintenance console
  - Describe and perform debug logging
  - Explain the Active IQ Unified Manager database backup and restore process

- Upload and download files to and from the Open Virtual Appliance (OVA) distribution of Unified Manager
- Collect a support bundle
- Use Engineering Diagnostic Shell (EDS) and Engineering Remote Diagnostic Shell (ERDS) to diagnose a problem
- **AIQUM UI features**
  - List and describe local and remote users and roles
  - Identify and describe “Cluster Not Reachable” messages
  - Explain, use, and troubleshoot the import of Unified Manager HTTPS certificates
  - Explain Lightweight Directory Access Protocol (LDAP) and Security Assertion Markup Language (SAML) configuration for Active IQ Unified Manager 9.x
  - Describe the Scale Monitor purpose and messages
  - Troubleshoot issues during the addition of ONTAP systems to Unified Manager monitoring
- **Active IQ Unified Manager Performance Component**
  - Explain the performance component functionality in Active IQ Unified Manager
  - Describe the configuration and management of the performance component
  - Describe how to monitor and analyze workload performance
  - Identify performance data collection types and methods
  - Explain performance capacity and utilization in Unified Manager
  - Explain Workload Analyzer
- **AIQUM application integration**
  - Pair Active IQ Unified Manager with OnCommand Workflow Automation (OnCommand WFA)
  - Examine REST APIs
  - Describe the Commvault support strategy
  - Review ONTAP FlexGroup volumes
  - Explain ONTAP anti-ransomware protection
- **Errors and Logging**
  - Identify NetApp Active IQ usage and content
  - Use Support Bundle logs for troubleshooting
  - Identify and use the logs associated with a particular service
  - Discuss reports

## Who Should Attend

- Administrator, operator
- Support engineer, implementation engineer, professional services